



***Quality Control Looks for...***  
***In County Records***

## AGE

At a minimum, age must be verified when eligibility and/or allotment are affected. For example: Students under age 18 with earned income or persons age 60 and over with medical expenses or resources. There are various sources that can be used to verify age. QC receives printouts from Income Eligibility Verification System (IEVS) that verify age and social security number.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Birth Certificates
- Adoption records
- Hospital or clinic records
- Church records
- Baptismal Certificates
- Bureau of Vital Statistics
- U.S. Passport
- Family Bible records
- Indian Census records
- Social Security records
- Military records

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## SCHOOL ATTENDANCE

Primary verification of school attendance is obtained through contact with school authorities. However, QC also uses the Student Clearinghouse web site to verify student status when unable to verify information from the school. Student Clearinghouse has information on over 2900 colleges and universities and they will verify information for a fee of \$2.50 per request. The web site is <http://www.studentclearinghouse.org>.

### Agency record documentation must include:

- *Student status (i.e. part time, full time, etc.)*
- *Name of institution*
- *Reference to financial assistance (i.e. types, amounts, etc.)*
- *Time frame (i.e. Fall semester)*
- *Reason for eligibility / ineligibility*

### **CITIZENSHIP & NON-CITIZEN STATUS**

QC must verify citizenship when a household's statement regarding citizenship is questionable. Record documentation is very helpful in explaining your actions. *QC supports usage of the Alien Supplemental Worksheet provided by the Food and Nutrition Services and Energy Program Representatives (FNSEPR).*

QC must verify alien status if a household member is not a citizen. QC accepts SAVE verification completed by the county if documentation is in the case record. Verification is not required if the household member reports that he/she is an ineligible alien (& does not want to be included).

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Birth Certificates
- Naturalization papers from Bureau of Citizenship and Immigration Services (BCIS)
- Passport
- Hospital Record of Birth
- Baptismal Records when place and date of birth are shown
- Family Bible
- Military service papers
- Indian Census records
- Voter registration card
- Report of birth abroad of a U.S. citizen (FS-240) issued by the Department of State to a U.S. citizen

If none of the above is available and the household can provide a reasonable explanation why verification is not available, QC will accept a signed statement from someone who is a U.S. citizen who declares, under penalties of perjury, that the member in question is a U. S. citizen.

#### **Agency record documentation must include:**

- *Immigration status (legal, illegal)*
- *Copies of applicable documents*
- *Qualified status (full documentation as to whether or not an individual is a qualified alien)*
- *Alien Supplemental Worksheet (this is not mandatory, but it is a very useful tool when **completed** correctly).*

## **RESIDENCY**

QC must verify residence. The landlord is also an excellent source of verification for other elements of eligibility such as, household composition and shelter deductions. The landlord also provides leads to information regarding employment, vehicles, and school attendance.

QC recognizes that large rental agencies and public housing agencies cannot always provide information about a household other than what is listed on their contracts; however, independent housing managers usually know a lot of information about a household.

Changes in residence automatically alert QC to check for changes in household composition and shelter expenses.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Statement from a non-relative / landlord
- Rent or mortgage receipt that shows the address
- Official records confirming ownership and address
- Employer's statement
- List of residents from a responsible official at a drug / alcoholic treatment center or group home
- Current driver's license
- Voter registration

### **Agency record documentation must include:**

- *Place of residency (This includes documentation that the household is homeless – if so indicated.)*
- *Source of verification of residency*

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## **HOUSEHOLD COMPOSITION**

NC's Food and Nutrition Services policy states that household (HH) composition is not verified unless questionable. This does not apply to QC. QC must verify HH composition.

Changes in HH composition automatically alert QC to check for changes in HH income, resources, and shelter expenses. QC also checks for persons included / excluded that should have been included in / excluded from the case. For example individuals ineligible due to a drug related conviction or a fleeing felon. For reasons of QC reviewer safety, and so that QC can not possibly interfere with any ongoing law enforcement activities, under no circumstances shall QC question the HH regarding the possibility of ineligibility due to an illegal drug conviction or possible status as a fleeing felon. QC uses information in the county record and in OLV.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Statement from a non-relative / landlord (who doesn't reside in the home)
- List of residents from a responsible official at a drug / alcoholic treatment center or group home
- OLV (in some instances when determining if someone is eligible)

## **RECIPIENT DISQUALIFICATION**

QC must check EPICS on all HH members age 18 years or older for disqualification for an intentional program violation (IPV). QC must then identify if the person's income & resources were included. QC uses OLV / EPICS to verify the disqualification.

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## **WORK REGISTRATION / WORK REQUIREMENTS**

QC reviews all elements of the work requirements including coding, referrals, non-compliance with the work requirements, and whether appropriate actions are taken on those who fail to comply. QC reviews the following:

- ESC forms (NCSES 2624 and 2625)
- DSS-8642, Explanation of Disqualification

Agency record documentation must include:

- Reason for the disqualification.
- Review of the disqualification at each application / recertification (for possible cures / work requirement exemptions).

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## **VOLUNTARY QUIT / REDUCING WORK EFFORT**

QC must determine if the member of the HH voluntarily quit a job if there is indication in the case record of a quit (unless documentation shows good cause or exemption from the work requirement). QC will investigate data obtained from ESC matches.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Previous employer(s)
- Union representatives
- Grievance committees or organizations

Agency record documentation must include:

- Reason for the disqualification.
- Review of the disqualification at each application / recertification (for possible cures / work requirement exemptions).

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## **ABLE-BODIED ADULTS WITHOUT DEPENDENT CHILDREN**

QC reviews case documentation regarding ABAWDs. This includes ABAWD tracking documents. QC documents if the County is exempt from ABAWD and if any HH members are subject to ABAWD requirements.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Contact employer (if verifying the number of hours worked)
- County record (to check for bonus months, exemption, etc.)

Agency record documentation must include:

- Reason for eligibility / ineligibility of ABAWD.

## **SOCIAL SECURITY NUMBERS**

QC does not have to verify the Social Security Number (SSN) of SSI or Work First recipients. QC will review the case for individuals who fail to meet enumeration. For QC purposes, viewing the Social Security Card is not acceptable verification of an SSN.

QC completes IEVS matches on all HH members.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Contact with SSA
- SSA printouts or documents, for example, SS-5, SSA-5028
- Documentation that the SSN has been verified by another program participating in IEVS, for example, MCI
- Birth document issued by a hospital in the case record that shows an SSN was applied for
- State Online Query (SOLQ)

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## **LIQUID RESOURCES - BANK ACCOUNTS / CASH ON HAND**

QC verifies bank accounts and interest for all HH members. QC also sends a request for verification to any bank in which the client states checks are cashed or a loan exists. NC's Food and Nutrition Services policy states that bank accounts are not verified unless questionable. This does not apply to QC. QC must verify resources.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Bank statement
- Contact with the financial institution
- Client's statement regarding cash on hand

Agency record documentation must include:

- *Client's statement of accounts and their balances.*
- *Results of Financial Resource Report hit, if applicable.*

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## **LUMP-SUM PAYMENTS**

QC verifies lump-sum payments and how the money from such payments was used.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Statement from the provider of the lump-sum payment
- Bank Statement or contact with a financial institution (if applicable)

Agency record documentation must include:

- *Client's statement of amount received, spent, and the amount left after spend down.*

## VEHICLES

QC verifies ownership and value of all vehicles owned by members of the HH.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- State Department of Motor Vehicles (STARS, DOT)
- Collateral contact
- Several Internet web sites also provide data on the valuation of used vehicles at no cost to the user. Some acceptable sites equivalent to the printed blue books include: CarPrices.com; AutoPricing.com; Intellichoice; Edmund's; and the Kelley Blue Book. The National Automobile Dealers Association (NADA) provides a fee-based electronic version of its print blue book, which may also be used.

Agency record documentation must include:

- *Client's statement of use of vehicles (primary, doctor appointment, etc.).*

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## EARNED INCOME

QC must verify whether any HH members are employed and the amount and frequency of the earnings. QC completes IEVS matches on all HH members. If the IEVS records do not indicate recent employment, and no indication of information to the contrary has arisen during other collateral contacts, then no further verification is required.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Contact with the employer
- Wage stubs
- The Work Number – An internet based provider that verifies employment and wages at no cost to Social Service employees. The web site is: <http://www.theworknumber.com/SocialServices/>

Agency record documentation must include:

- *Employer's name and contact information (address & phone number)*
- *Frequency of pay (monthly, every two weeks, weekly, etc.)*
- *Pay day (day of the week pay is received)*
- *Pay rate and number of hours worked*
- *Calculation of projected income*
- *Verification source*
- *Reason for not using base period income, when applicable. Indicating 'not representative' is not enough – must indicate why the base period wages are not representative (i.e. reduction in hours, includes holiday pay, etc.)*

## **SELF-EMPLOYMENT & OTHER EARNED INCOME**

QC must verify self-employment income and expenses and other earned income.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- Recent tax returns or business records
- Receipts for business expenses
- HH's statement about estimated earnings
- Providers, if applicable (for example, training allowance from vocational and rehabilitative programs)

Agency record documentation must include:

- *Type of business*
- *Calculation of projected income*
- *Verification source*
- *Reason for not using base period income, when applicable. Indicating 'not representative' is not enough – must indicate why the base period income is not representative (i.e. bad weather, contract ended, etc.)*

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## **DEPENDENT CARE DEDUCTIONS**

The HH may be eligible for a deduction when it is responsible for paying the expense. QC documents the HH's eligibility for the dependent care deduction on every case. The HH may be eligible for the deduction if dependent care is necessary for a household member to accept employment; continue employment; seek employment in compliance with job search; or attend training. If the HH does not incur the expense, QC documents the reason. For example, the client reports no expense because family members provide care for free. If the expense is both a dependent care expense and a medical expense, QC must consider the cost as a medical expense.

This is a list (not all-inclusive) of sources that can be used to meet QC's verification requirement:

- OLV – Childcare System
- Contact the provider
- Receipts

Agency record documentation must include:

- *Reason care is needed (to work, attend training, etc.).*
- *Child's name for which care is provided*
- *Provider's Information (name, address, phone number, etc.)*
- *Frequency of pay (including the day of the week payments are made)*
- *Whether or not daycare assistance is received from DSS (if so, indicate the amount)*



## **UNEARNED INCOME**

QC verifies the receipt or non-receipt of all types of unearned income. The most common types (along with a not all-inclusive list of verifications) are:

### **RSDI**

- Bendex
- Current SSA award notice
- OLV / State On-line Query (SOLQ)
- Direct contact with the SSA District Office

### **Veterans' Benefits**

- Current Veteran's Administration Award notice
- Direct contact with a VA representative

### **Supplemental Security Income (SSI)**

- SDX
- Current SSA award notice
- Direct contact with the SSA District Office

### **Unemployment Compensation**

- ESC match
- Current award notice
- Direct contact with ESC

### **Worker's Compensation**

- Current award notice
- Direct contact with the Workmen's Compensation office

### **Other Government Benefits**

- Current award notice
- Official correspondence
- Direct contact with the appropriate agency

### **Contributions**

- Direct contact with the provider
- Contact with the third party when payments are made through a third party, such as Clerk of Court or probation office.
- ACTS

### **Military Allotment**

- Contact with military service agency
- Award notice

## **UNEARNED INCOME (continued)**

### **Work Release**

- Department of Correction records

### **Deemed Income**

- SAVE information to determine if a sponsor exists.
- Provider

### **Work First Family Assistance (TANF or GA)**

- EIS
- Work First (WF) case record – QC also reviews the WF record for possible income, sanctions, and claims.

### **Educational Grants / Scholarships / Loans**

- Contact with the school that the student attends
- Contact with the Provider agency
- Receipts for expenses
- Prevailing transportation rates

### **Other Unearned Income**

- Contact the appropriate office / provider (for example, foster care payments)
- Bank or Financial Institution verification (for interest & dividends)
- Rental income records including receipts verifying the costs of doing business

### **Child Support Income**

- ACTS
- Clerk of Court
- Legal document (child support agreement)
- Contribution form or cancelled check
- Correspondence regarding support payments
- Lawyer's records

If there is a conflict in information provided by the household and that provided by the absent parent, the reviewer should obtain a statement from the absent parent, copies of canceled checks, etc., to help resolve the conflict.

### **Agency record documentation must include:**

- *Benefit amount*
- *Frequency of receipt*
- *Source of verification*
- *Show calculations, if applicable*
- *Reason for not using base period income, when applicable. Indicating 'not representative' is not enough – must indicate why the base period income is not representative (i.e. absent parent out of work, income suspended, etc.)*

## **DEDUCTIONS**

QC verifies allowable deductions. In general, a HH may be eligible for a deduction when it is responsible for paying the expense. The most common types (along with a not all-inclusive list of verifications) are:

### **Standard & Earned Income Deductions**

FSIS determines the amount of these deductions. If there is an error in other areas, there may be a domino error in this area. For example, if there is an error in HH composition or in earned income, there may be an error in these deductions. QC reviews the HH size to determine the amount of the standard deduction. QC reviews the earned income calculations to determine the amount of the earned income deduction.

### **Shelter Deduction**

If there is a mortgage (on the home and/or property), QC also asks about taxes and homeowner's insurance. QC also asks if these expenses are part of the mortgage payment.

- Landlord
- Rent receipt or mortgage receipt
- Contact the institution holding the mortgage or the landlord
- Current lease agreement
- County Records (Register of Deeds)
- Bills / statements from the Tax Office and insurance company

### **Utilities**

QC has observed many cases in which the Low Income Energy Assistance Program (LIEAP) results summary page or the entire printout from OLV was included in the record, but the SUA was not given. The HH is eligible for the SUA even if the HH states it does not incur a utility expense if the HH received a LIEAP check at its current residence in the last 12 months.

- Utility company bills / statements (including mobile phone bills / statements)
- OLV to verify receipt of LIEAP
- Energy System to verify receipt of LIEAP if information in OLV is questionable

### **Medical**

QC has observed cases in which the HH reported & verified medical expenses, but transportation costs were omitted. QC must verify all medical expenses. This includes doctor, hospital, prescription expenses, over the counter drugs, transportation costs, insurance premiums, etc.

- Contact with doctors
- Contact with hospitals
- Contact with pharmacies
- Contact with insurance company
- Contact with other providers

## **DEDUCTIONS Continued**

### **Child Support Payment Deduction / Exclusion**

QC has observed cases in which this deduction was not allowed even when present on the pay stubs. QC must verify that it is a legal support obligation.

- ACTS
- Canceled checks
- Wage withholding statements & pay stubs
- Income tax returns
- Divorce or separation decrees
- Court order or records
- Support agreements
- Correspondence regarding support payments
- Statements from the custodial parent
- Employer's records showing attachment of wages

Agency record documentation on all expenses must include:

- *Type of expense*
- *Payment recipient*
- *Frequency of payments (including day expenses are paid – i.e. paid on Fridays)*
- *Show calculations*
- *Reason for not using base period expense, when applicable. Indicating 'not representative' is not enough – must indicate why the base period expense is not representative (i.e. new child support order, changed daycare provider, etc.)*

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## **NEED REQUIREMENTS**

QC is required to review the HH's monthly expenses. This includes expenses that do not affect the Food and Nutrition Services benefits, such as cable, car payments, car insurance, etc. QC must provide additional information in the QC case when the HH's income does not exceed the HH's expenses. Often, this documentation will include such statements as "Past Due Account", "HH's income recently terminated", etc.

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## **TRANSITIONAL BENEFITS**

QC reviews the Work First Family Assistance (WFFA) case when someone in the HH receives or recently received WFFA. Information known to WFFA is considered known to FNS. Information in EIS also helps to determine if the HH is eligible for transitional benefits.

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## **REPORTING SYSTEM**

QC reviews the case using the correct reporting requirement. If the incorrect reporting requirement is provided to the client because the client failed to report information, QC will use the reporting requirement that was explained to the client. This information is provided to FNS. For example, the client reports no income at certification – thus this is a standard reporting case. If QC finds unreported income that was present at application, QC will still use standard reporting requirements (instead of SR) to review the case.